

CHAPTER IV

CONCLUSION

The 10th November battle is one of historical moment in Indonesia. The location of the battle was in Surabaya. The *Tugu Pahlawan* was built to commemorate Surabaya's Heroes when they resisted the imperialists, whereas *Museum Sepuluh Nopember* is a specific museum that keeps history of battle between Surabaya's Heroes with Allies and Japan. There are many collections and pictures that related to history of 10th November battle in the museum. The *UPTD Tugu Pahlawan dan Museum Sepuluh Nopember* has become the icon of Surabaya, because this is main tourism place in Surabaya, so a lot of tourists visit this place. The writer got knowledge that she never had before. The writer thinks that the information and knowledge is useful for her Final Exam report.

The writer did the internship at *UPTD Tugu Pahlawan dan Museum Sepuluh Nopember* from 21st January 2013 to 21st February 2013 as a tour guide in Collection and Education department. The writer got a lot of experience and knowledge when did the internship. The writer learned about how to guide the foreign tourists, how to work in group, how to communicate with new people, and adapt in new situation. The writer thinks that the internship can help her ready to work.

The writer was very delighted of her internship at *UPTD Tugu Pahlawan dan Museum Sepuluh Nopember*. Becoming a tour guide is not easy, because she

must understand and remember about the history of that place. But, she enjoyed her internship at *UPTD Tugu Pahlawan and The Museum Sepuluh Nopember* and also tried to become a good tour guide.

The writer could apply the knowledge that she got during her study in English Diploma, Faculty of Humanities, Universitas Airlangga. The supporting subjects in English Diploma helped the writer to do internship. Moreover, the writer can improve her skills and ability during did the internship. The writer also learned how to work under pressure and in limited time. It made the writer to appreciate time and more discipline on herself.

The writer learned some important lessons especially as tour guide. When guiding visitors, it is important to recognize their ages, background, and knowledge. It can help the tour guide more ready to guide the tourists. Besides, the writer must be confident and knowledgeable about what she will inform to the tourists.

The writer found some weakness when did internship. First, she found it from herself. The writer could not remember the information quickly, she need to practice regularly. So, when the writer did job as tour guide, people had to learn more about the place and practice regularly. Second, the writer found the weakness in *UPTD Tugu Pahlawan dan Museum Sepuluh Nopember*. The sound of Diorama Statis was broke, sometime could not work when the visitors came. It should be repaired weekly until it worked properly.

Another problem came from some of text of the objects in *UPTD Tugu Pahlawan dan Museum Sepuluh Nopember* were in Indonesia language. Despite a lot of international tourists understood an English language. The writer suggests *UPTD Tugu Pahlawan dan Museum Sepuluh Nopember* to improve the text into bilingual language, Indonesia and English. It really helps the visitors to get the information clearly. Moreover, all employees of *UPTD Tugu Pahlawan dan Museum Sepuluh Nopember* must have an English ability. If there are not internship participant in *UPTD Tugu Pahlawan dan Museum Sepuluh Nopember*, the employees can serve international tourists with their ability in English. Third, the writer think that time for internship was not enough for students to develop English skill. So, the writer hopes to English Diploma Faculty of Humanities Airlangga University to give more time to do internship.

The writer hopes her experience as a tour guide can useful for herself and other people. Beside, the writer hopes every student who wants to do the internship at *UPTD Tugu Pahlawan dan Museum Sepuluh Nopember* get a lot of experiences, knowledge of 10th November battle, and have a lot of friends.

As a tour guide person has to have knowledge about historical place, heritage object and whole the tourism. So, a person has capability to speak in front of public. As a tour guide must has capability in English, because English is basic language to communicate with foreign tourists.